GOVERNMENT OF INDIA
COMMUNICATIONS AND INFORMATION TECHNOLOGY
LOK SABHA

UNSTARRED QUESTION NO:246
ANSWERED ON:20.10.2008
POOR TELECOM SERVICES BY BSNL
Agarwal Shri Dhirendra

Will the Minister of COMMUNICATIONS AND INFORMATION TECHNOLOGY be pleased to state:

(a) whether the Landline and Mobile phone services provided by BSNL in different States including Jharkhand is poor than those of Private Telecom companies;

(b) if so, the reaction of the Government in this regard;

(c) the total number of Landline and Mobile Telephone connections in the country during the last three years and the current year, State-wise; and

(d) the steps taken/being taken by the Government to ensure the better Landline and Mobile services of BSNL in the country including the State of Jharkhand?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY(SHRI JYOTIRADITYA M. SCINDIA)

(a) No,Sir.Land-line and Mobile services being provided by BSNL in different states including Jharkhand are in general comparable to the services being offered by other Private Telecom Companies.

(b) Does not arise in view of (a) above.

(c) Circle-wise details for landline and Mobile services of BSNL and MTNL are given in Annexure-A.

(d) Following steps taken to improve its landline and mobile services of BSNL:

i) Connecting all telephone exchanges on reliable digital media.

ii) Replacement of under ground paper core cables by PIJF (Poly Insulated Jelly Filled) Cable and RLU (Remote Located Unit) in phased manner.

iii) Up gradation of external network by Pole-less activity.

iv) Interactive Voice Response System (IVRS) based centralized fault booking.

v) Conversion of SBM (Single Base Module into RSUs (Remote Switching Units).

vi) Conversion of C.DOT 256 Port exchanges into AN-RAXs (Access Network-Rural Automatic Exchanges).

vii) Annual Maintenance Contract (AMC) entered for New Technology and WLL equipments including FWTs and provision of AMC in new supplies.

viii) BSNL is augmenting its Mobile Network progressively in the country including Jharkhand so as to enhance coverage, capacity and to further improve the Quality of Service. BSNL is also optimizing its network continuously for its performance. Monitoring of the network has also been strengthened to ensure performance as per the QoS parameters prescribed by TRAI.